

***RYAN WHITE PART A PROGRAM  
SERVING THE MIDDLESEX-SOMERSET-HUNTERDON  
TRANSITIONAL GRANT AREA***

**Emergency Financial Assistance  
Service Standards  
Ryan White HIV/AIDS Treatment Extension Act of 2009**

**Approved on February 6, 2018**

**Prepared by**

**Priorities, Services Standards, Comprehensive Care Plan Committee  
Middlesex-Hunterdon-Somerset HIV/AIDS Health Services Planning Council**

## **HRSA Emergency Financial Assistance Definition:**

Emergency Financial Assistance provides limited one-time or short-term payments to assist RWHAP client with emergent need for paying for essential utilities, housing, food (including groceries, and food vouchers), transportation, and medication. Emergency Financial Assistance can occur as a direct payment to an agency or through a voucher program.

**Note:** Direct cash payments to clients are not permitted.

- Each client will be eligible for up to \$750 per year for Emergency Financial Assistance. A year is defined as 365 days from initial/last date of service.
- Each client will be eligible a maximum of two month's rent or two times the fair market value for a two bedroom apartment at a single time per year and per lease. A year is defined as 365 days from initial/last date of service.

Additional Emergency Financial Assistance Services should include:

- Agency should advocate on behalf of client to facilitate payment
- Agency should counsel client to avoid reoccurrence. Client file should include a review of expenses and a budget plan

### **Additional information**

Support for Emergency Financial Assistance (EFA) for essential services including utilities or medications, provided to clients with limited frequency and for limited periods of time, through either:

- Short-term payments to agencies
- Establishment of voucher programs.

(US Dept. of Health and Human Services, Health Resources and Services Administration, (HRSA), HIV/AIDS Bureau (HAB) 2009 Ryan White HIV/AIDS Treatment Modernization Act of 2006)

## Agency Service Standards (Emergency Financial Assistance Services)

<b>Table 1. Agency Related Issues</b>			
<b>Policy Number</b>	<b>Activity/Issue</b>	<b>Minimum Acceptable Threshold of Service</b>	<b>Accountability Mechanism</b>
1.1	Definition of Services	Agency has description of services on file.	100% of agencies define services they provide.
1.2	Licensure	Agency has current licenses on file from appropriate licensing agency.	100% of agencies are licensed and accredited by appropriate state/federal agencies.
1.3	Hours of Operation	Agency has documentation of operating hours on file.	Staff is available to answer incoming calls during agency's normal operating hours.  If client calls outside operating hours, staff will respond within one business day or the first business day after a weekend or holiday
1.4	Emergency Services	Agency has policy on file outlining emergency service procedures related to the service they provide.	100% of agencies have policies in place to handle emergencies/crises that occur outside of normal operating hours.
1.5	Special Service Needs	Agency complies with Americans Disabilities Act (ADA).	100% of agencies have policies to respond to special needs clients.
1.6	Cultural/Linguistic Diversity	Agency has written policy on file including process for language translation.	100% of agencies have policies in place for responding to cultural and linguistic diversity (including translation services).
1.7	Referrals	Agency has written referral policy on file.	100% of agencies have a referral process for care of HIV related problems outside of their direct service area.
1.8	Linkage Agreements	Agency has written policy for establishing linkages and record of linkages on file.	100% of agencies develop and maintain linkages with primary health care, support and other service providers.

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1.9	Provider Communication	Agency has written policies on file that allow for communication between different programs.  Documentation of consent is required.	100% of providers document communication regarding patient care (HRSA funded services and others).
1.10	Provider Collaboration	Provider agencies are part of a care and treatment network and are required to collaborate on behalf of the client.	100% of provider agencies show proof of provider collaboration across Ryan White and other provider networks during the duration a client is receiving the service.
1.11	Policies and Procedures	Agency has written staff policies on file.	100% of agencies have written policies for staff which include (but are not limited to): <ul style="list-style-type: none"> <li>• Agency policy and procedures</li> <li>• Description of the Ryan White Treatment Extension Act of 2009</li> <li>• Standards of professional behavior</li> <li>• Compliance with the Health Insurance Portability and Accountability Act [PL 104-191]</li> <li>• Client confidentiality</li> <li>• Release of information</li> <li>• Communication about agency issues</li> <li>• Health and safety procedures including universal precautions</li> </ul>
1.12	Grievance Policy	Agency has grievance policy on file and available to clients,	100% of agencies have grievance policies and procedures available to clients.

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<b>Policy Number</b>	<b>Activity/Issue</b>	<b>Minimum Acceptable Threshold of Service</b>	<b>Accountability Mechanism</b>
1.13	Staff Evaluation	Agency has procedures in place to evaluate staff.	100% of agencies have evaluation procedures on file.  100% of agency staff have a working knowledge of evaluation procedures. 100% of agency staff receive an annual performance evaluation.
1.14	Quality Management	Agency has procedures in place to evaluate the quality and effectiveness of services on an ongoing basis.	100% of agencies have written procedures on file to evaluate services.  Agency participates fully in TGA Quality Management activities including data and chart review processes.
1.15	CAREWare Data Collection	Monthly reports are sent to grantee and are available on request.  CAREWare is used to ensure data is collected in a uniform manner.	100% of agencies regularly update client information, needs assessment, client progress and care and client referrals and other services provided and share monthly reports with grantee.
1.16	Planning Council Attendance	Agency representatives must attend monthly Planning Council meeting.	Agency must attend 75% of monthly Planning Council meetings.

## Staff Service Standards

### (Emergency Financial Assistance Services)

<b>Table 2. Staff Related Issues</b>			
<b>Policy Number</b>	<b>Activity/Issue</b>	<b>Minimum Acceptable Threshold of Service</b>	<b>Accountability Mechanism</b>
2.1	Staff Hiring	All staff have necessary skills and experience determined by <ul style="list-style-type: none"> <li>• Written application</li> <li>• Resume</li> <li>• References</li> <li>• Personal interview</li> </ul>	100% of staff applications, resumes, and communications with personal references are documented in personnel files.
2.2 (a)	Staff Qualifications	All staff have a diploma, certificate or license (if appropriate) or experience documented in personnel file.	100% of staff possess a diploma/GED or the required experience documented in personnel files.
2.2 (b)	Staff Qualifications (Peer Navigator)	A member of the peer community living with HIV/AIDS with a high school diploma or GED, plus two years of social service experience. Peer must demonstrate understanding of housing, HIV services, and healthcare service navigation.	100% of staff possess a diploma/GED with the required experience documented in personnel files.
2.3	Staff Job Descriptions	All staff have a written job description. The job description includes definition of services.	100% of staff have job description and service standard documented in personnel files.
2.4	Staff Training	All staff are trained and knowledgeable on: <ul style="list-style-type: none"> <li>• HIV/AIDS and the affected community including disease process, comorbidities and psychosocial effects of the disease</li> <li>• Cultural sensitivity</li> <li>• Entitlement programs, benefits to clients, community resources and support services</li> <li>• Client confidentiality, client rights, and agency grievance procedures</li> </ul>	Training is documented in 100% of personnel files.

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2.5	Staff Continuing Education	<p>All staff have the opportunity to take advantage of continuing education training that is available and appropriate.</p> <p>All staff attend at least one in-service or specialized training a year on topics related to their position.</p>	Training is documented in 100% of personnel files.
2.6 (a)	Staff Supervision	<p>All supervisors are knowledgeable about RW HIV services and procedures including fiscal and program.</p> <p>All staff receive (at minimum) one hour supervision per week to develop skills.</p>	<p>100% of supervisors are knowledgeable about the RW program.</p> <p>Supervision is documented in personnel files.</p>
2.6 (b)	Staff Supervision Peer Navigator	All peer navigators receive (at minimum) one hour supervision per week to include patient case conference, peer navigator job performance, and skill development.	Supervision is documented in personnel files for 100% of peer navigators.
2.7	Policies and Procedures	Signed form is documented in personnel file.	100% of staff agree to follow agency policies and procedures (See 1.10).
2.8	Staff Evaluation	Staff evaluations are documented in personnel files.	100% of staff are evaluated on their performance annually.
2.9	Documentation	All staff keep written documents of contact with clients in accordance with RW data collection procedures.	100% of all contacts are documented in client files.

## Client Service Standards (Emergency Financial Assistance Services)

<b>Table 3. Client Related Issues</b>			
<b>Policy Number</b>	<b>Activity/Issue</b>	<b>Minimum Acceptable Threshold of Service</b>	<b>Accountability Mechanism</b>
3.1 (a)	Eligibility: Emergency Financial Assistance	<p>To be eligible for services, individuals must meet the following:</p> <ul style="list-style-type: none"> <li>• HIV positive</li> <li>• Residing or receiving services in the Middlesex-Somerset-Hunterdon TGA</li> <li>• Income no greater than 500% of the Federal Poverty Level</li> <li>• Past due and/or shut off notice</li> <li>• Inability to pay bill (lack of employment, no other source of funds, no other funding program)</li> </ul>	100% of clients have eligibility documentation in client files.
3.1 (b)	Eligibility: Rental Assistance	<p>To be eligible for services, individuals must meet the following:</p> <ul style="list-style-type: none"> <li>• HIV positive</li> <li>• Residing or receiving services in the Middlesex-Somerset-Hunterdon TGA</li> <li>• Income at or below 500% of the Federal Poverty Level</li> <li>• Homeless or is in danger of being homeless</li> <li>• 18 years of age, or if a minor, parents documentation is required</li> <li>• Documentation of unexpected circumstance and expenses preventing them from maintaining their rental expense budget</li> <li>• Lease is in client's name or minor's parent's name</li> </ul>	100% of clients have eligibility documentation in client files.
3.2	Intake: Emergency Financial Assistance	<p>Emergency Financial Assistance (EFA) documentation:</p> <ul style="list-style-type: none"> <li>• Client eligibility and need for EFA</li> <li>• Signed release will be obtained to communicate with referring agency and the creditor/vendor</li> </ul>	<p>100% of clients have an intake documented in client files.</p> <p>90% of clients will have signed release in client files.</p>



<b>Table 3. Client Related Issues</b>			
<b>Policy Number</b>	<b>Activity/Issue</b>	<b>Minimum Acceptable Threshold of Service</b>	<b>Accountability Mechanism</b>
3.3	Documentation: Rental Assistance	<p>Rental assistance payment details:</p> <ul style="list-style-type: none"> <li>• Number of months</li> <li>• Date check is provided</li> <li>• Amount of check</li> <li>• Whom the check is written to</li> </ul> <p>Client is eligible for a maximum of two months rent or two times the fair market value for a two bedroom apartment at a single time per year and per lease. Housing assistance does not include security deposit or mortgage payments.</p> <p>A year is defined as 365 days from initial/last date of service. (Example: If client receives rental assistance for July and August 2017, said consumer is not eligible until July and August 2018.)</p>	100% of client files have documentation of rental payment details.
3.4	Budgeting Counseling	<p>Review management of monthly expenses and monthly income for rental assistance.</p> <p>Client demonstrates ability to maintain rental expenses after two months of assistance.</p>	100% of client files have documentation of budget counseling.
3.5	Service	<p>Emergency Financial Assistance (EFA) payment:</p> <ul style="list-style-type: none"> <li>• Type of EFA provided</li> <li>• Date(s) EFA was provided</li> <li>• Method of providing EFA</li> <li>• Name of creditor/vendor</li> </ul>	100% of client files have documentation of EFA payment made to the creditor/vendor.
3.6	Timeline	Every effort will be made to disburse funds within 30 days from receipt of complete application.	85% of payments will be made within 30 days from receipt of complete application.